

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WALTER CALLIHAN)	
)	
COMPLAINANT)	
V.)	CASE NO. 2005-00223
)	
AMERICAN ELECTRIC POWER COMPANY)	
)	
DEFENDANT)	

O R D E R

American Electric Power Company ("AEP") is hereby notified that it has been named as defendant in a formal complaint filed by Walter Callihan ("Complainant") on June 13, 2005, a copy of which is appended hereto as Appendix A.

On June 15, 2005, the Commission received a copy of a letter dated June 13, 2005 from AEP to the Complainant indicating that Complainant did not provide sufficient information in his initial application for service. A copy of AEP's letter is appended hereto as Appendix B. The Commission is of the opinion that this matter may be quickly resolved if the customer would furnish the "Customer Information" requested by AEP. Therefore, the Commission finds that this matter should be held in abeyance for a period of 20 days from the date of this Order pending the processing of a completed request for three-phase service.

The Complainant requested the Commission, pursuant to 807 KAR 5:001, Section 12, to order a shorter time for a response from AEP. Complainant also moves the

Commission to order AEP to immediately provide three-phase service to the Complainant. As this matter will be held in abeyance for 20 days, the Commission finds that Complainant's requests should be denied.

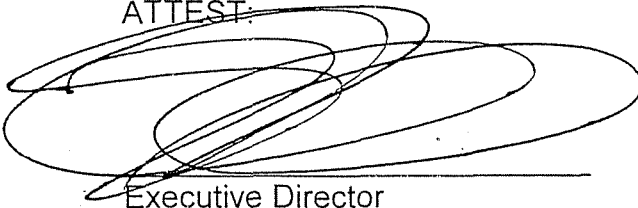
IT IS THEREFORE ORDERED that:

1. This matter shall be held in abeyance for 20 days from the date of this Order.
2. Within 20 days from the date of this Order, AEP shall report the progress of Complainant's request for three-phase service.
3. Complainant's motion for the Commission to order a shorter time for a response from AEP is denied.
4. Complainant's motion for the Commission to order AEP to immediately install three-phase service is denied.
5. All documents filed with the Commission in the course of this proceeding shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 21st day of June, 2005.

By the Commission

ATTEST:

A large, stylized handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the bottom.

Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2005-00223 DATED JUNE 21, 2005

COMMONWEALTH OF KENTUCKY PUBLIC SERVICE COMMISSION
211 SOWER BOULEVARD, P.O. BOX 615
FRANKFORT, KENTUCKY 40602-0615
(502) 564-3940 FAX: (502) 564-3460

RECEIVED

JUN 13 2005

CASE 2005-00223

PUBLIC SERVICE
COMMISSION

Mr. Walter Callihan
P.O. Box 17
Argillite, Kentucky 41121

Plaintiff

vs

American Electric Power Company
P. O. Box 24413
Canton, Ohio 44701-4413

Defendants

and it's subsidiary

Kentucky Power Company
Paul Coffee Industrial Park
Ashland, Kentucky 41101

Defendants

FORMAL COMPLAINT

Comes now Walter Callihan and hereby files his Formal Complaint against the American Electric Power Company and it's subsidiary the Kentucky Power Company as set out herein as follows:

He states that he is a resident of Kentucky and resides at Argillite Kentucky at

(Continued, Page 2)

State Route 1. Shortly before May 24th, 2005 Walter Callihan, referred to herein and after as Walter, made a Formal Request for a three-phase electric service at Greenup, Kentucky on U.S. Route 23, Ohio River Road, Greenup, Kentucky 41144 at the exact location where a single-phase service is located, meter number 53399396 that is in service at this time.

Walter made the request for the three-phase service at American Electric Power Offices at Hurricane, West Virginia by telephone. All of the information and questions in the application were answered to American Electric Power Company, referred to herein and after as AEP, by telephone. A work order was entered by AEP and on May 31st, 2005 at 10:45AM Walter met a representative at the location of the application for three-phase service. The Kentucky Power Company, referred to herein and after as KPC, representative Mr. Lawson delivered to Walter a meter base and Walter was told by Mr. Lawson that that was a three-phase meter base sufficient to run Walter's 45 foot long cooler with a 15 horsepower electric three-phase motor. Walter immediately completed an electric service hookup using the meter base that Mr. Lawson delivered to him. When Walter got the electrical inspector Mr. Veach to inspect the service, the electrical inspector passed it and placed a state seal on the meter base. But then Mr. Veach said: "What are you going to run here?"

Walter explained that he was going to run a 45 foot long cooler with 15 horsepower electric three-phase motor. Whereby Mr. Veach then quickly said to Walter: "Give me back that inspection sheet!" Mr. Veach stated that he would not give Walter an inspection sheet to turn on the power to run his 15 horsepower electric motor on that single-phase service. Mr. Veach said: "All that Mr. Lawson has given you is a single-phase meter base that will burn up your motor and all of your equipment." Then Walter returned the inspection sheet to Mr. Veach and Walter had the electrician tear out all of the service that he had just installed on the low voltage meter base Mr. Lawson had given to Walter.

Walter then went to KPC service offices in Ashland, Kentucky taking the meter base in hand with the state seal in place. Walter explained to three electric company employees there in the office that he must have instead a 200 AMP, three-phase meter base so that he could put in the sufficient capacity of three-phase service to run his equipment on a direct three-phase electrical service. A lady employee brought a form and said to Walter: "You will have to fill out this application for service." Walter explained to her that this had already been done and a work order entered and a single phase base already delivered to Walter's establishment. She snarled at Walter and with a hate filled tone of voice, she said: "Your reputation precedes you and

you are not going to get any electrical service!!” Whatever the lady’s name was that said that to Walter is promoting hate tactics against him and slandering Walter and his name. And if this lady employee is stating that Walter’s reputation precedes him, she must be referring to his religion as a Jew.....in which he is proud of his Jewish heritage and faith!! There are Federal Laws prohibiting anyone from promoting and practicing hate crimes against anyone,...which was exactly what that lady was doing to Walter Callihan. And a lawsuit is forthcoming for slander and mistreatment and direct damages , denying Walter a public service because of their employee’s stating they were using Walter’s reputation to deny him electrical service to his business.

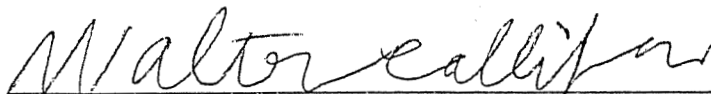
Walter has a statement by the company that sold him the new electric motor that they would not warrantee the new motor unless it was operating with a direct three-phase system. He further stated that Walter could buy a \$1500 converter and operate said motor by buying a converter that converts single-phase electrical current to three-phase service. But he further stated that the converter would not last, but burn up in short time and also burn up Walter’s equipment....therefore the company would not warrantee without direct three-phase service in place.

Walter has tried to find a three-phase service meter base from electrical supply

companies and he has been unable to do so. The electrical supply companys say that the AEP and the KPC have those three-phase meter bases and they furnish them to anyone seeking three-phase service. Walter is unable to go on and put in the electrical service without a three-phase meter base. And the AEP and KPC refuse to even discuss the electrical service further with Walter.

Therefore Walter moves this Commission to not follow it's own rule by allowing the electrical company ten days to answer this complaint.....but instead set a Status Conference forthwith within three days of receipt of this Complaint and Order the AEP and KPC to expedite and provide Walter with an adequate meter base and three-phase service forthwith so that Walter can operate his business. This Complaint is being FAXed to the Kentucky Public Service Commission and to AEP stating that a hard copy will be forthcoming by mail to the Kentucky Public Service Commission at Frankfort, Kentucky, attention Mr. Pinney. Walter further states that he is entitled to immediate relief and all other reliefs that would appear he be entitled to by administrative remedy by the Kentucky Public Service Commission.

Respectfully submitted this 12th day of June, 2005;

A handwritten signature in cursive script, reading "Walter Callihan", written in dark ink over a horizontal line.

Walter Callihan

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2005-00223 DATED JUNE 21, 2005



**KENTUCKY
POWER**

A unit of American Electric Power

Kentucky Power
12333 Kevin Ave.
Ashland, KY 41102
AEP.com

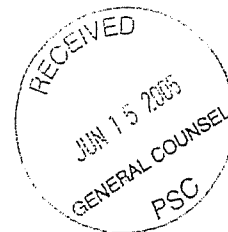
6-13-2005

Mr. Walter Callihan
P. O. Box 17
Argillite, KY 41121

RECEIVED

JUN 15 2005

PUBLIC SERVICE
COMMISSION



Dear Mr. Callihan,

CASE 2005-00223

We have received your work request to provide 3-phase service to your fruit stand located on US 23 near Greenup. The information you provided in connection with this initial application is not sufficient to permit the Company to provide three-phase service. In order for us to further process this request, we do need additional information to ensure that we provide the proper service for your electrical equipment.

Enclosed is a "Customer Information" form on which you can indicate exactly what you need. Specifically, we need to know what voltage you require. Please note there are 5 different options for three-phase delivery. We also need to know the total demand we need to supply, once again so we can ensure that the service is adequate to meet your needs. If you plan to use only 1 three-phase motor, then please note the horsepower, amp and voltage requirements of the motor. If more than one is to be used, please note the total horsepower requirements for the motors.

I have highlighted the areas on the enclosed form where you need to provide this information. Once we receive this information from you, we will continue processing your request for service.

Depending on the amount of work required to provide your service, there may be charges to you associated with the installation of the required facilities. See the enclosed "Terms and Conditions of Service" (Sheet 2-5) for our policy on "Extension of Service". This information is filed with the Kentucky Public Service Commission and is the policy we follow for all service extensions. Once we receive your load information, we will develop the cost to provide your service facilities and estimated revenue Kentucky Power expects to receive from this service over the course of a year. If the estimated revenue is higher than the installed cost of new facilities, the service will be provided at no cost. However, if the installed cost of facilities is higher than the estimated revenue, then you will be required to pay a contribution in aid of construction.

Please don't hesitate to contact us if you have additional questions.

Sincerely,

Ronald Canfield
Customer Design Supervisor
606-929-1462

cc: Mike Morris, Chairman, President & CEO American Electric Power
Errol Wagner, Director Regulatory Services, Kentucky Power
Virginia Smith, Director Consumer Service, Kentucky Public Service Commission
✓ J.E.B. Pinney, Division of General Counsel, Kentucky Public Service Commission